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May 29, 2007

Dear Sir,

I wrote to you first at the end of April informing you that I had no Internet connection. I still have no Internet connection, but now I have no telephone line either. When your engineer came earlier this month to install digital TV he checked my machine and said there was no fault in the house but in the cables under the street. With typical Virgin/NTLWORLD efficiency he left behind an electrical device. I have not seen or heard from him since, but that same night my telephone line went dead.

I reported this at the Virgin Megastore in person where the young lady behind the counter – Sandra – was sympathetic and did her best to be helpful, but even she could not make a silk purse out of a sow's ear. She put me on to a so-called helpline, a female law graduate or some such in India, who told me that the line would have to be checked for an internal fault. I told her there was no fault with my telephone but after making some sort of test she insisted the fault was with my phone and said that if that proved the case and an engineer was called out unnecessarily I would be charged £55 for the privilege. I reiterate, the fault is not with my telephone, unless the new telephone I purchased last week is also defective.

Last Friday I went to the Abbey National and cancelled my direct debit. I also arranged for British Telecom to re-install a regular line. As a journalist I am a heavy Internet user, and the time I have spent off-line has cost me at the very least a hundred pounds in Internet connection charges in Internet Cafés. My local Internet place closes before 10pm, so on several occasions I have had to go uptown, and on one occasion I used a 24 hour place because I needed to be on-line at 2am.

Under the circumstances I will expect a full refund of my last standing order payment because I have paid for a service I did not receive.

**Yours Sincerely,
A Baron**

cc *Which* magazine